



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending September 30, 2009**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.06	0.07	0.08	0.07
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.07	0.08	0.07
C. Repair Office Answer Time [730.510(b)(1)]	0.08	0.18	1.10	0.45
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.08	0.18	1.10	0.45
E. Percent of Service Installations [730.540(a)]	99.00%	98.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.70% *	0.74% *	0.53% *	0.66% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.44	1.51	1.21	1.39
H. Percent Repeat Trouble Reports [730.545(c)]	13.00%	9.60%	12.40%	12.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	3.40%	2.00%	3.00%
J. Missed Repair Appointments [730.545(h)]	24	15	16	18
K. Missed Installation Appointments [730.540(d)]	42	33	49	41

**Comments**



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